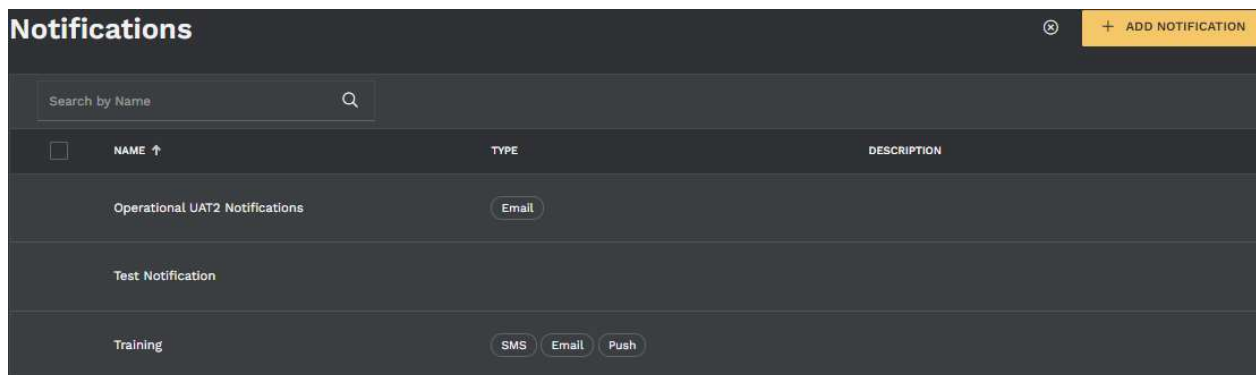


## Below are Frequently Asked Questions PTI received since releasing the EasyCode App.

- Can I use Easycode at Multiple Sites?
  - Yes- The EasyCode app supports a tenant renting from multiple Self Storage Sites, either with the same company or different companies. During the enrollment process for the secondary site, the Tenant receives a text message. All they need to do is click on the link that corresponds with their Phone, and the app automatically adds the other site to the EasyCode account.

Your EasyCode enrollment link:  
If you have an Android device, select this: <https://easycode2a.page.link/4HU65GcsTmJCFbw5>  
If you have an Apple device, select this: <https://easycode2i.page.link/rgLMbmtzc2rMPdCY7>

- Can the Tenant receive push notifications through the app?
  - Yes – Storlogix Cloud Notifications allow sending push notifications to the Tenant's Easycode App.



- If I remove then reinstall Easycode on my Phone, will I need to set up a new account?
  - No – As long as the Tenant still appears in the StorLogix Cloud Subscribers Tab, there is no need to re-create the Easycode Account.

- On what type of phones can I install Easycode?
  - Any Android Device running Android OS 5.0 or higher
  - Any iPhone running iOS 12 or higher
- Can I revoke a tenant's access to the Easycode App?
  - Yes – under the subscriber's tab in StorLogix Cloud, the site employee can suspend a tenant's Easycode Access.

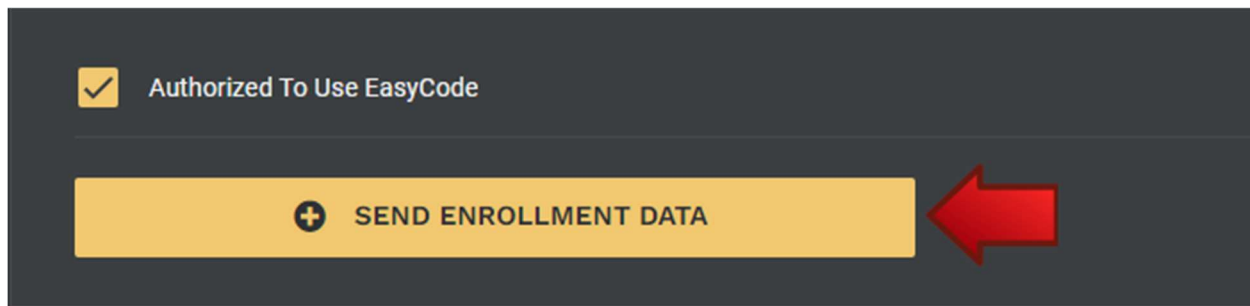


- Can I reset the Tenant's Easycode Password from StorLogix Cloud?
  - No – A Tenant can only reset an Easycode Password through the Easycode app.
- The Tenant forgot their Easycode Password.
  - The Tenant uses the "Forgot Password" link on the Easycode app login screen to reset the password.

A screenshot of the Easycode app login screen. The screen is white with a grey border. At the top, the word "Login" is written in bold. Below it, there are two input fields: "EMAIL ADDRESS" and "PASSWORD". The "PASSWORD" field has a "SHOW" button to its right. Below the input fields, there is a "Remember me" checkbox. At the bottom, there is a large yellow button labeled "NEXT" and a link labeled "Forgot Password".

- The Tenant forgot the email address associated with their EasyCode account.
  - The site manager/employee uses the Easycode Subscriber tab to locate forgotten Easycode App Login Emails.

- The Tenant deleted the enrollment text message before clicking the link.
  - The site manager/employee accesses the "User" Section of StorLogix Cloud to resend the enrollment text message.



- Is there a size restriction on company logos in the Easycode App?
  - Yes - The files must not exceed 50KB, and one of the following file types.
    - .gif
    - .jpg
    - .jpeg
    - png